



PROCEDURE FOR SELECTION, TRAINING, QUALIFICATION AND MONITORING THE PERFORMANCE OF ARAC PEER EVALUATORS

CLASSIFICATION

This document is classified as an ARAC Procedures Document.

AUTHORIZATION

Issue N°: 03
Prepared by: MLA Group
Date: 08/04/2021
Revision N°: 01
Approved by: General Assembly
Issue Date: 18/07/2021
Application Date: Immediate
Document number: ARAC PR 004

Inquiries: ARAC Secretariat
e-mail: secretariat@arabarac.org

AVAILABILITY

A copy of this document in English is available at the ARAC Secretariat and ARAC website.

COPYRIGHT

ARAC holds the copyright of this document and it may not be copied for resale.

Original: English

1. PURPOSE

This document establishes the criteria and procedures related to selection, training, qualification of ARAC peer evaluators, as well as for monitoring their performance.

2. MLA GROUP

- 2.1 The ARAC MLA Group is responsible for managing and oversee all issues related to peer evaluators.
- 2.2 The ARAC MLA Group is responsible for reviewing and approving candidates' application and qualification.
- 2.3 The ARAC MLA secretariat will review the performance forms and alerts the MLA Group in case of negative grading. Then the secretariat will investigate further the reasons and propose actions to be taken either at the AB or ARAC level, or in combination.

3. TRAINING

3.1 Peer Evaluators Training Courses

3.1.1 The peer Evaluators Training Course shall cover at least the following:

- a) Requirements of ISO/IEC 17011 and other mandatory documents as defined in ARAC MD 002 section 2,
- b) ARAC procedures for peer evaluations as defined in ARAC MD 002,
- c) Exercises on planning evaluations, writing classification of findings.

3.1.2 The MLA Group shall approve participants in peer Evaluators Training Course as established in 4.2.

Note: The accreditation body that provides the infrastructure for the evaluators training course may appoint participants that do not necessarily meet the required criteria for qualification. These participants may be later on qualified as trainee evaluators once they demonstrate they meet the relevant requirements.

3.1.3 The coordinator of the course shall evaluate participants by using the ARAC form FM 030 and taking into account the following criteria:

- knowledge ISO/IEC 17011 and other MLA requirements,
- understanding of peer evaluation procedures,
- interpersonal skills,
- language skills of non-native speakers,
- ability to work in groups and personal attributes.

3.1.4 In order to achieve successful performance in the course so as to be qualified as a trainee peer evaluator, participants are required to obtain a minimum grade of 70% in the exam and shall obtain at least good / appropriate / acceptable evaluation for all other aspects being evaluated.

- 3.1.5 A certificate shall be issued to participants in the training course. The participant and his/her accreditation body shall receive a copy of the evaluation of the participant.
- 3.1.6 The MLA Group shall review and if necessary revise the content of the peer Evaluators Training Course taking into account input received from participants, instructors, and monitoring of evaluators' performance.
- 3.1.7 When a participant fails in the Peer evaluators training course, his/her AB may request that he/she take another peer training course. In that case, the AB should nominate the candidate again following this procedure as described in 4.2.
- 3.1.8 The AB may also decide to take the necessary training measures as described in the evaluation of the participant and then request reconsideration of the evaluation of the participant. The AB shall:
- a. Perform the training activities required to strengthen the knowledge of the candidate with regards to:
 - The ISO/IEC 17011 standards and relevant ILAC, IAF and ARAC documents,
 - The ARAC MD 002 requirements,
 - Any other issues recorded in the evaluation of the participant.
 - b. Give the candidate an objective exam
 - c. Submit to the MLA Group Chair a request for reconsideration of the evaluation of the participant together with a description of the training activities and the results of the exam.
- 3.1.9 The MLA Group is responsible to review the case.
- 3.1.10 The MLA GROUP shall review the information provided and may request additional information as needed. The MLA GROUP may apply an additional exam to the candidate if considered necessary.
- 3.1.11 Based on the evidence and the analysis performed, the MLA GROUP shall decide to accept or refuse the candidate as a Trainee Peer Evaluator.
- 3.1.12 The MLA Chair or the MLA Secretary shall inform the AB the results of the process.

3.2 Other Training Activities for Qualified peer Evaluators

- 3.2.1 The MLA Group shall arrange periodic meetings or other training activities for qualified evaluators, as necessary to maintain and improve harmonization in ARAC peer evaluations. These meetings or other training activities shall normally be done every two years.
- 3.2.2** The training activities shall consider issues such as:
- a) Changes in peer evaluation procedures or requirements.
 - b) Results of monitoring of evaluators' performance.
 - c) Changes in the ILAC, IAF and ARAC documents.

- d) Feedback from the ARAC MLA Group about evaluation reports.
- e) Complaints about ARAC peer evaluation process.

4. SELECTION AND QUALIFICATION OF PEER EVALUATORS

4.1 Grades for qualification of peer evaluators

4.1.1 ARAC has three grades for qualification of peer evaluators: lead peer evaluator, peer evaluator and trainee peer evaluator.

Note: The terms lead evaluator, evaluator and trainee evaluator may also be used.

4.1.2 Lead evaluators may be appointed as evaluation team Leaders. Lead evaluators, evaluators and trainee evaluators may be appointed as evaluation team member.

4.2 Nomination

ARAC full Members may nominate potential evaluators in writing. Candidate evaluators shall fill out forms FM006 and FM011 and send them to the ARAC MLA Secretary.

4.3 Review of application

The ARAC MLA Secretary shall send forms FM006 to at least two members of the MLA GROUP for review and confirmation whether the candidate meet the qualification criteria required in 5.1.2 for lead evaluators or 5.2.2 for evaluators and trainee evaluators. The results of the review shall be recorded in form FM 010 and shall indicate:

- a) Whether the candidate may be qualified as a lead evaluator or be approved to participate in the peer Evaluators Training Course.
- b) The accreditation programs the candidate may be qualified for.
- c) Any special technical information to be recorded about the candidate (e.g. experience in PT, reference materials, National Metrology institute (NMI), or in a particular industry sector or standard, post graduation education).
- d) And if applicable, the reasons for not approving the candidate.

4.4 Notification to candidates

4.4.1 The ARAC MLA Secretary shall inform the results of the application review to the candidate and the respective accreditation body, including any relevant information on the reasons for not approving the candidate.

4.4.2 For those candidates approved for the peer Evaluators Training Course, and after they have successfully participated in the Course, ARAC MLA Secretary shall inform them and the respective accreditation body of qualification as a trainee evaluator as decided in the review done by the MLA GROUP.

5. REQUIREMENTS FOR SELECTION AND QUALIFICATION OF PEER EVALUATORS

5.1 Lead Evaluators

5.1.1 A lead evaluator shall be able:

- a) To lead the peer Evaluation team in an efficient and effective way, including the distribution of the tasks among the team members.

- b) To evaluate whether an applicant accreditation body complies with the requirements of the appropriate ISO\IEC Standard(s) and whether is accredited bodies comply with the requirements of the appropriate ISO\IEC Standard(s).
- c) To decide from the submitted documentation any features requiring special study during the evaluation.
- d) To report clearly and succinctly the findings of all team members, in conformity with the MLA requirements.
- e) To evaluate whether the corrective actions decided by the applicant are likely to be effective and to evaluate the corrective actions carried out.
- f) To determine the criticality of the findings.
- g) To understand quickly and easily cultural differences as for as essential in the evaluation process.

5.1.2 in order to per from these activities, a lead evaluator shall meet the following requirements:

- a) be an experienced person within an accreditation body or organization which has relevant working experience with accreditation and have the appropriate technical background and experience (at least three years) of assessment.

Note: Appropriate technical background and experience in assessment may by achieved, for example, by experience as a lead assessor or experience in monitoring and evaluating performance of assessor and lead assessor.

- b) Have participated in at least two peer evaluations or pre-peer evaluations of Accreditation Bodies as a qualified Peer evaluator team member, and have received satisfactory evaluations of performance by team leaders in both of them.
- c) Have sound knowledge of the application ISO\IEC 17011. The appropriate ISO\IEC Standard(s) for the accreditation program, and relevant MLA requirements,
Note: sound knowledge of standards and MLA requirements may by confirmed by, for example, training courses, participation in standardization committees and relevant ARAC, ILAC and IAF working groups or committees, experience as a lead assessor or assessor. experience in monitoring and evaluating performance of lead assessor or assessor, experience in managing accreditation programs, or reviewing reports and making decisions for the program.
- d) Be able to understand and to express him\herself clearly, in speaking and writing in English and\ or Arabic.
Note: this may be initially met based on the information provided by the candidate and the AB as stated in form FM 006. Language skills of non native speakers will be further evaluated during the training course and evaluation.
- e) Have experience in chairing meeting and in reaching consensus on delicate points.
- f) Have good interpersonal skills.
- g) Have successfully completed the ARAC peer Evaluator Training Course or an equivalent course offered by ILAC, IAF or a recognized regional cooperation.

5.2 Evaluators and Trainee Evaluators

5.2.1 An evaluator and a trainee evaluator shall be able:

- a) To evaluate whether an applicant accreditation body complies with the requirements of appropriate ISO/IEC Standard(s) and its accredited bodies comply with the requirements of appropriate ISO/IEC Standard(s).
- b) To report clearly and succinctly the findings.
- c) To determine the criticality of the findings.

5.2.2 in order to perform these activities, an evaluator and a trainee evaluator shall meet following requirements.

5.2.2.1 in order to be approved to participate in ARAC peer Evaluator Training Courses a candidate shall:

- a) be an experienced person or assessor within his\ her Accreditation and has the appropriate technical background in the assigned areas of the evaluation (at least 3 years)
Note: appropriate technical background in the assigned areas may be achieved for example by experience as a lead assessor or assessor, experience in managing accreditation programs, or reviewing reports and making decisions for the program.

- b) Have sound knowledge of the application ISO\IEC 17011, the appropriate ISO\IEC Standard(s) for the accreditation program, and relevant MLA requirements.
note: sound knowledge of standards and MLA requirements may be confirmed by, for example, training courses, participation in standardization committees and relevant ARAC, ILAC and IAF working groups or committees, example in monitoring and evaluating performance of assessors end lead assessors, example in monitoring accreditation programs, or reviewing reports and making decisions for the programs.

- c) Be able to understand and to express him\ herself clearly, in speaking and in writing in English and\ or Arabic.
Note: this may be initially met based on the information provided by the candidate and the AB in form FM 006. Language skills of non native speakers will be further evaluated during the training course and evaluations.

- d) Have good interpersonal skills
Note: this may be initially met by having experience in assessments of CABs. Personal attributes will be further evaluated during the training course and evaluations.

- e) Follow the instructions given by the team leader.

Note: this may be initially met by having experience in assessments of CABs. Personal attributes will be further evaluated during the training course and evaluations.

5.2.2.2 In addition to the requirements established in 5.2.2.1, a trainee evaluator shall have successfully completed the ARAC peer Evaluator Training Course or an equivalent course offered by ILAC, IAF or a recognized regional cooperation.

Note: A candidate shall be considered to have fulfilled this training requirement for 5 years after having successfully completed a Peer Evaluator Training Course.

5.2.2.3 in addition to the requirement established in 5.2.2.1 and 5.2.2.2, an evaluator shall have participated in at least two peer evaluations or pre peer evaluation of an accreditation body and have received a satisfactory evaluation of performance by the team leader.

In the case of receiving a satisfactory evaluation of performance after participating at one Peer evaluation, the Peer evaluator can be qualified based on this performance log

5.2.3 Peer Evaluator Attributes

5.2.3.1 Lead evaluators, evaluators and trainee evaluators should:

- a) Be open minded and mature.
- b) Possess sound judgment, analytical skills, and tenacity.
- c) Have the ability to perceive situation in a realistic way, to understand complex operation from a broad perspective, and to understand the role of individual units within an organization.

5.2.3.2 Lead evaluators, evaluators and trainee evaluators should be able to apply the attributes of 5.2.3.2 in order to:

- a) Obtain and assess objective evidence fairly.
- b) Remain true to purpose of the evaluators without fear or favor.
- c) Evaluate constantly the effects of evaluation observation and personal interaction during an evaluation.
- d) Treat concerned personnel in a way that will best achieve the evaluation objective.
- e) React with sensitivity to the local evaluations of the area in which the evaluation is performed.
- f) Perform the evaluation process without deviating due to distraction.
- g) Commit full attention and support to the evaluation process.
- h) React effectively in stressful situations.
- i) Arrive at generally acceptable conclusions based on evaluation observations.
- j) Remain true to a conclusion despite pressure to change that is not based on evidence.

Note: personal attributes may be initially met by having experience in assessments of CABs. personal attributes will be further evaluated during the training course and evaluations.

6. MONITORING THE PERFORMANCE OF PEER EVALUATION TEAMS

- 6.1 The Team leader is responsible for monitoring the performance of each of the members of their peer evaluation teams. The team leader shall complete an Evaluator Performance Log (see form FM 007) and return the completed form to the ARAC MLA secretary after completion of the Evaluation Final Report.
 - 6.1.1 where the evaluation is done jointly by ARAC and IAF, ILAC or other recognized regional cooperation, the team leader shall return to the ARAC MLA secretary only those Evaluator Performance Log about ARAC evaluation and trainee evaluators. Monitoring of performance of team members appointed by other organization will be done by the organization appointing them.
- 6.2 Team members shall submit comments on the team leader's performance to the ARAC MIA secretary within one month from the on site evaluation. Form FM 008 shall be used for this purpose.

- 6.3 To monitor performance of team leaders, after completion of the final evaluation report, each MLA signatory or applicant shall complete form FM 009 and comments on the performance of the evaluation team and particularly of the team leader.
Note: monitoring of the performance of team leaders is carried out when the team leader is appointed by ARAC as well as in joint evaluations with ILAC, IAF or other recognized regional cooperation where the team leader is appointed by organization other than ARAC.
- 6.4 The ARAC MLA secretary shall provide the Evaluator Performance logs (FM 007 and FM 008) and the Performance form provided by the MLA signatory or applicant (FM 009) to one member of the MLA GROUP for review. With a copy to the chair of the ARAC MLAC. The results of the review shall be recorded on form FM 013 and shall indicate
- a) Whether the Performance is satisfactory or unsatisfactory.
 - b) Whether there are positive comments or comments for improvement.
 - c) Whether qualification shall be maintained or changed.
 - d) If a team member is a trainee evaluator, whether qualification as an evaluator is recommended.
 - e) If a team member is an evaluator, whether qualification a lead evaluator is recommended.
 - f) Any other recommended action.
- 6.5 Form FM 013 shall be submitted for approval by at least one other member of the MLA GROUP.
- 6.6 Should the Performance of any team member or team leader be considered to be unsatisfactory, or if there are recommendation for training or development actions the chair of the MLAC or a member of the MLA GROUP shall discreetly consult with the ARAC accreditation body that nominates the evaluator and with the evaluator on the areas of Performance which require improvement.
- 6.7 In addition, the MLA group shall review the format of each Evaluation Report prepared by team leader as well as classification of findings so as to determine whether the reporting requirements of the ARAC MD 002 are met. Any perceived deficiencies in a report shall be advised to the MLAC chair, who shall consider all comments on an individual team leader and take any necessary action to advise the relevant ARAC accreditation body and the team leader of areas for improvement.
- 6.8 The ARAC MLA Secretary will inform the results of the performance evaluation to the team member and to the accreditation body he\ she works for.
- 6.9 At least once every three years the performance of the ARAC Evaluators shall be re-evaluated and the qualification (see Clause 5.1 and 5.2) shall be re-confirmed.

7. MAINTENANCE OF QUALIFICATION OF PEER EVALUATORS

- 7.1 In order to maintain his\ her qualification a lead evaluator, evaluator or trainee shall participate in evaluators meetings and other activities organized by ARAC ILAC, IAF or the recognized regions, as determined by the ARAC MLA Group.
- 7.2 If a trainee evaluator does not participate in any peer evaluation or pre peer evaluation, or any other evaluator refresher training activity for 5 years after taking the training course, the qualification shall be suspended until the person takes refresher training as determined by the MLA GROUP.

- 7.3 if a lead evaluator or evaluator did not participate in any peer evaluation or pre peer evaluation, or any evaluator refresher training activity for 5 years, his\ her qualification shall be reviewed by MLA GROUP so as to decide:
- a. whether qualification may be maintained, needs to be changed to another grade or be suspended.
 - b. whether refresher training is required.
- 7.4 Lead evaluators, evaluators and trainee evaluators shall implement any training or development actions resulting from performance monitoring. In extreme cases, or where an evaluator is unwilling to accept proposals for implement the MLA GROUP may decide on the removal of the evaluator from the MLAC's list of evaluators.
- 7.5 Lead evaluators, evaluators and trainee evaluators shall submit their updated form FM 006 to the ARAC MLA Secretary at least every 3 years. Updated FM 006 will be reviewed by at least two members of the MLA GROUP who will complete form FM 018.

8. RECORDS

- 8.1 The ARAC MLA Secretary shall maintain the following records for each evaluator:
- a. Forms FM 006 and FM 011.
 - b. Results of the review by the MLA GROUP of nomination for peer evaluator in form FM 013 and FM 018.
 - c. Evaluation for participation in a Peer Evaluator Training Course.
 - d. Performance logs, forms: FM 007, FM 008.
 - e. Performance logs forms: FM 009 provided by the accreditation body regarding the performance of evaluation team.
 - f. Any action taken by the chair of the MLAC or MLA GROUP in relation to the performance of the evaluator.

Note: only records of ARAC evaluators are maintained by the ARAC MLA secretary. Records of evaluators appointed by ILAC, IAF or another recognized regional cooperation to work in joint evaluation with ARAC are maintained by the organization that have appointed them.

- 8.2 Information of the training and experience of an evaluator may be made available by the ARAC MLA secretary or the MLAC chair to the evaluation team leaders so as to facilitate them plan an evaluation.
- 8.3 The ARAC MLA secretary shall maintain a peer Evaluators List containing the following information:
- a) Name, country, affiliation, and contact details of the evaluator.
 - b) Present grade of qualification (lead evaluator, evaluator, trainee evaluator)
 - c) Accreditation programs or scope the evaluator is qualified in (for e.g. testing, calibration, medical labs, QMS, EMS, product certification, certification of persons, inspection etc.)

- d) Other information on technical expertise as necessary (e.g. experience in PT, reference material, in NMI, or in a particular industry sector or standard, post-graduation education)
- f) Results of performance evaluation.
- g) Identification of participation in evaluation.

Note: The Peer Evaluators List will also include information on team leader that have been appointed by IAF, ILAC or another recognized regional cooperation to work in joint evaluation with ARAC. In this case only information required in 7.3 (a), (c), (f) and (g) will be provided.

8.4 The ARAC MLA secretary shall maintain the following records of ARAC peer Evaluators Training courses, evaluators meeting, and other training activities:

- a. Course program.
- b. Course material, including presentations, texts, exercises.
- c. Program and conclusions of meetings and workshops.
- d. Attendance list.
- e. Evaluation of participants of peer Evaluators Training Courses.